

MDH Notice:

MCOs are required to notify enrollees of payment denials the waiver expired.

10.09.71.04 E Requires written notice of any action, action is defined as

(3) “Action” means:

(a) Denial or limited authorization of a requested service, including:

(i) The type or level of service;

(ii) Requirements for medical necessity;

(iii) Appropriateness;

(iv) Setting; or

(v) Effectiveness of a covered benefit.

(b) Reduction, suspension, or termination of a previously authorized service;

(c) Denial, in whole or part, of payment for a service;

(d) Failure to provide services in a timely manner;

(e) Failure of an MCO to act within the required time frames; or

(f) The denial of an enrollee’s request to dispute a financial liability, including:

(i) Cost sharing;

(ii) Copayments;

(iii) Premiums;